# Options in Learning Guide

## For Work and Home

Updated September 2022

**Magellan HEALTH.**
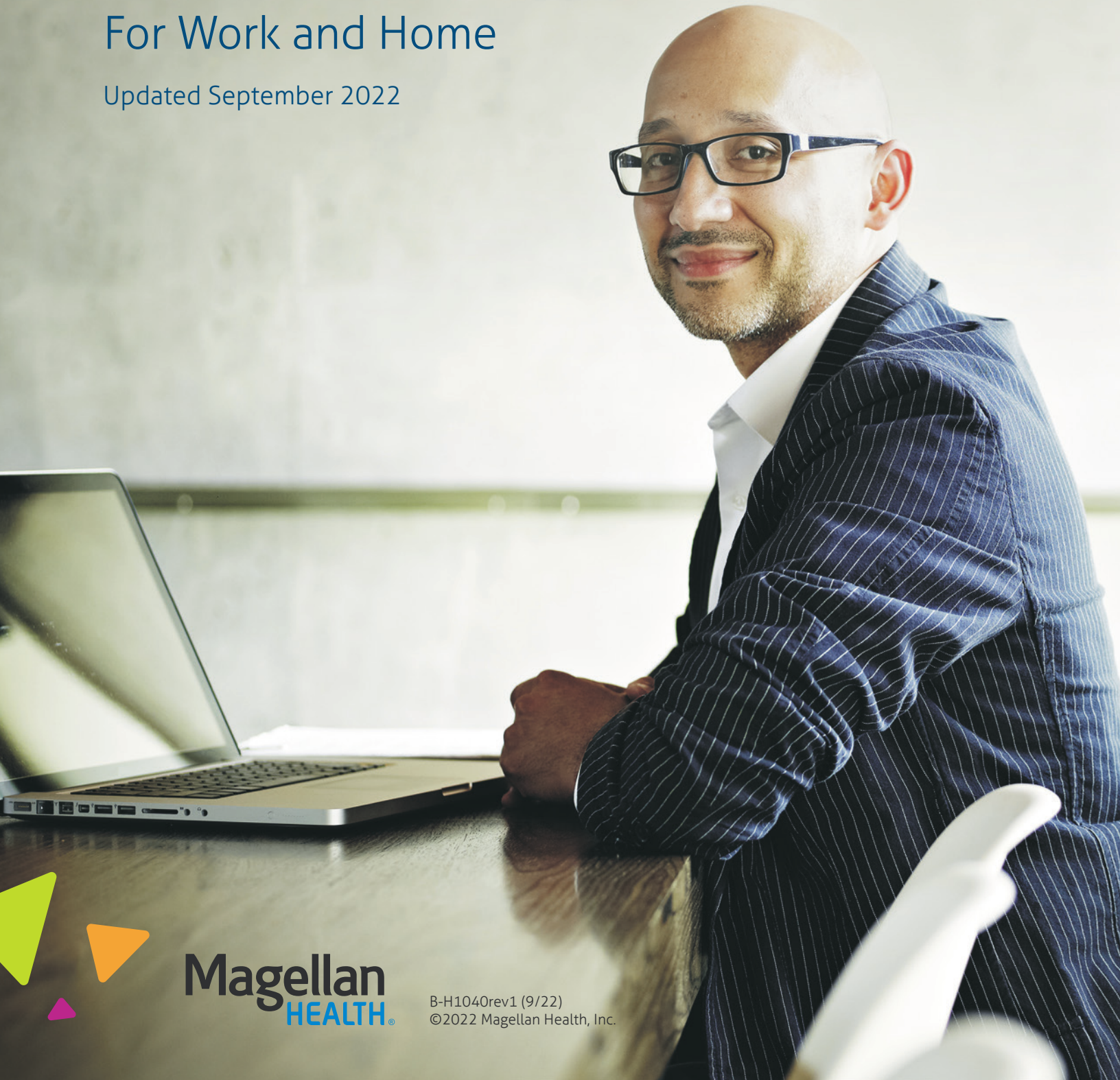
# Table of Contents

## Health and Wellness

*Many of Magellan's EAP customer training programs may be appropriate for general Human Resources continuing education credits. As an example, you may be able to submit a leadership training program by self-reporting it as general HR credits for recertification of your HR Certification Institute (HRCI) credential.*

# Frequently Asked Questions

1. **How are the courses in the *Options in Learning Guide* delivered?**

   Courses can be delivered in a variety of ways.

   - Classroom-based courses are generally held at the work site for a group (approximately 20–30) of employees.[1] Magellan's training network allows us to locate a local trainer to facilitate the course in person. This format is typically best when the course topic could be emotionally stressful, or a lot of interaction is required, such as Navigating Downsizing and Job Loss or Team Building.

   - Webinars are presented in real-time via the Internet for the content and via telephone[2] for the audio. Mobile access is also available using the Adobe Connect mobile app.[3] Participants may log in to the webinar individually or as a group in a conference or meeting room.[1] Participants interact with each other and the presenter via poll questions and the "chat" feature. Speakers with over 30 participants may choose the listen-only mode and conduct all participant communication through the chat. Webinar meeting rooms can accommodate up to 100 attendees.[4,5]

   1. *In-person trainings or gathering as a group may not be an option related to COVID-19. If in-person training is not an option, you may request a virtual training.*

   2. *Audio is also available via computer. However, the trainer does not have control over technical issues related to audio via computer, because of the diversity in the technology used by participants (ex. age of the computer, broadband). International attendees will have the option to listen to audio via their computer speakers.*

   3. *The Adobe Connect application can be downloaded from Apple iTunes, Android Market or Blackberry App World.*

   4. *If you would like to use your company's webinar platform, please discuss this request with your account representative. Magellan trainers are not responsible for moderating webinars outside of Magellan's Adobe Connect platform. For that reason, if you use your company's platform, you will need to provide technical support for the trainer.*

   5. *If you anticipate more than 100 participants, please notify your account representative to discuss options.*

2. **How soon in advance should I request a course?**

   Classroom-based: At a minimum, a notice of 25 business days is required to ensure we locate a trainer with experience in your course topic. Six to eight weeks is needed to create a classroom-based course that is customized to your company. Consult with your account representative if customization is needed as additional fees may apply.

   *Please note—larger scale requests, such as more than one training requested on the same day, may require additional lead time.*

   Webinars: Due to their popularity, a minimum of 25 business days' notice is also required for requesting webinars. Six to eight weeks is needed to create a webinar that is customized to your company. Consult with your account representative if customization is needed as additional fees may apply.

### 3. How do I decide which course to select and in what manner it should be delivered?

In addition to calling your account representative at Magellan for a consultation\*, asking yourself the questions below can also help you to decide.

- What's going on in the workplace that led me to inquire about a Magellan course? (i.e.: a new product line, organizational change, employee stress)
- What do I want employees to gain from this course? (i.e.: strategies to balance work and personal life, strategies to cope with stress)
- What areas are the majority of employees talking about? (i.e.: financial strain, communication concerns)
- Do I want employees from multiple sites to participate at the same time?
- What learning format works best with our employees? (i.e.: classroom based, webinar)

*\*Magellan develops training content to be easily adaptable to a variety of environments. When requesting a training, providing as much detail as possible will help the trainer tailor the subject matter content to fit the audience.*

### 4. Once I've selected a course, how do I request it?

You can request a course by calling either your company's program phone number or your account representative. Be prepared to provide information such as the course you have selected; whether you would like the presentation via webinar or in person; anticipated number and position of employees participating (leader/non-leader/mixed); any relevant information/events precipitating the request and what day and time you would like the course held.

### 5. What if I don't see a course in the *Options in Learning Guide* that meets my needs?

Most of Magellan's standard trainings can be adapted to a variety of situations and audiences without additional fees. However, if you need an entirely new course, please consult with your account representative for customization fee details. Please keep in mind additional lead-time is needed for customization. Please note—Magellan does not create trainings in compliance with any state regulations and/or requirements.

*Magellan maintains copyrights on all Magellan developed materials.*

### 6. What if I schedule a course and then have to cancel it?

Please notify your account representative as soon as you know the course will need to be canceled. Please respect the trainer's schedule and provide at least one week notice. Consult with your account representative regarding cancellation fees if a training needs to be canceled with less than one week notice.

### 7. How long are the courses?

- Classroom-based: Classroom-based courses vary in length depending on topic, but most are between 60 and 90 minutes.
- Webinars: Webinars also vary in length, but are generally 60 minutes.

### 8. What if I want to change the content or length of a training?

Please contact your account representative to discuss this variation. Please note—customization of materials may change the course objectives. Also, all customizations require additional lead-time. Please consult with your account representative for customization fee details.

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## 9. Whom do I contact if I want to have Magellan at a health fair?

You can request Magellan attend a health fair by calling either your company's program phone number or your account representative. Let us know the location (in person or virtual) of the health fair, how many employees will be participating and what day and time you would like the health fair to be held. At a minimum, a notice of 15-business days is optimal to ensure we locate a provider in your area.

## 10. Can a Magellan training session be recorded by the customer?

Magellan's trainings are copyrighted and can only be recorded by customers when special arrangements have been made in advance of the scheduled training. Please reach out to your account representative regarding obtaining a license agreement if you would like to record a session.

# Navigating Uncertain Times

Selections geared towards supporting employee and leader participants while building coping skills and resiliency through these ever-changing and uncertain times. Through advance consultation, trainers will adapt presentations to address unique participant circumstances, such as fears and anxiety about the future, sudden changes in routine, returning to work, grief from community violence/civil unrest, etc.

*Some trainings located in this section may also be found in other sections of this guide.*

## All Employee Trainings

### Coping and Supporting Others Through Grief

The loss of a loved one, job, relationship or 'the way things used to be' may lead to many challenging and conflicting emotions. While there is no right or wrong way to grieve, there are healthy ways to cope with the pain. In this seminar, you will learn the impact of loss and grief, what happens when we grieve, how to cope and help others overcome grief and when to seek help.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | ECSTG | In-person, Webinar | 1 hour |

### Conquering Workplace Stress

Stress is inevitable, but not all stress is bad; when well-managed, it can help us grow and become resilient. In fact, when job pressures match our abilities and resources, stress helps to motivate us to achieve our goals. However, when we have difficulty managing our stressors it affects our ability to be productive and may start to impact our emotional health, relationships, and home life. In this training, participants will learn the common causes of workplace stress and techniques to manage these stressors.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WCWS | In-person, Webinar | 1 hour |

### Creating Calm: Relaxing Your Mind and Body

Often, we hurry through our day in a stressful rush to get done as much as we can. We face tough decisions, responsibilities, and obligations that can seem overwhelming at times. It is hard to imagine being able to create calm amid the day-to-day juggles; however, it can be done. In this experiential training, participants will identify triggers, signs and symptoms of stress, as well as learn and practice techniques proven to combat stress.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | ECMB | In-person, Webinar | 1 hour |

## Cultivating Civility in Your Work Environment

Americans report deep concern regarding incivility. Workers in uncivil conditions report low morale and motivation as well as negative impact on personal lives. The good news is many say they are hopeful, noting individuals as top drivers for change, and they are willing to take responsibility and action. In this training, participants will learn about workplace civility, negative impacts of incivility, the value of being a part of and promoting a positive and civil workplace.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | WFWC | In-person, Webinar | 1 hour |

## Growing Your Personal and Professional Resilience

No one is immune from loss, trauma or significant stressors. We typically cannot control when these things happen. What we can control is how we respond, adapt and even grow from challenges and adversity. In this training, you will explore what it means to be resilient and why it is so important. You will privately explore and identify your own personal or professional challenges and stressors. Finally, you will review characteristics of resilience, how to grow them to adapt to and overcome challenges and leave having started your own Personal Resilience Plan.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | WGPP | In-person, Webinar | 1 hour |

## Managing Anxiety and Worry During Uncertain Times

Our rapidly changing world can lead us to worry. Although we all worry from time to time, excessive anxiety and worry can affect us emotionally and physically and prevent us from functioning effectively in our work and family lives. In this training, learn how to pinpoint your most significant worries and develop a plan and strategies to manage them better. You will also hear tips on how to help others in your life to manage their anxiety.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | EWOR_cv19 | Webinar | 1 hour |

## Moving Forward: Transitioning to the Next Normal

The pandemic and other world events changed everyone's lives more than any of us could have imagined! Every area of our lives, personal and professional, was affected by multiple events outside our control. As a result, employees had to adapt and change with little or no notice. During this training, employees will learn some of the reasons we feel stress, tips to adapt to the changes ahead, and when to reach out for help.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | WTNN | Webinar | 1 hour |

## Navigating Teleworking During Uncertain Times

There are many benefits to teleworking including decreased stress and increased productivity and morale. While there are definite advantages to teleworking, the rapid changes associated with large scale moves to work at home during the pandemic are not ideal. In this training, receive support as you explore strategies and tips for successful teleworking.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | WGTR_w_c19 | Webinar | 1 hour |

## Positively Maneuvering Change in the Workplace

Change is inevitable and essential to functioning and growing in today's world. Our response to change is personal and varied based in part by past experiences and personality traits. In this training, participants will learn how different change types and sizes impact the change experience, the role of resistance in change, the importance and value of change, managing emotions in a changing environment and the power of resiliency and self-care in navigating change.

| Audience: | Order code: | Format: | Length: |
| --- | --- | --- | --- |
| General Audience | WPMC | In-person, Webinar | 1 hour |

## Power Your Life with Better Sleep

In today's fast-paced world it can be difficult to obtain sufficient sleep. Getting great sleep can leave you feeling refreshed and is one of the best things you can do for your mental and physical health. Join us as we explore the reasons why many are not getting good quality sleep and how lack of sleep can result in serious health risks. Participants will receive guidelines and techniques to help improve their sleep hygiene.

| Audience: | Order code: | Format: | Length: |
| --- | --- | --- | --- |
| General Audience | HLPS | In-person, Webinar | 1 hour |

## Quick Stress Busters and Hacks

When we encounter stress, our brain and body go into "fight-or-flight" mode, causing our heart rate and breathing to increase and muscles to become tense. Over time, repeated activation of this stress response takes a toll on the body, both physically and psychologically. Since we encounter stressors every day, we need tools to use on the fly that give quick results and relief. In this training, participants will learn to identify stressors and signs of stress, as well as fast and straightforward ways to de-stress.

| Audience: | Order code: | Format: | Length: |
| --- | --- | --- | --- |
| General Audience | ESBH | In-person, Webinar | 1 hour |

## Techniques to Restore Wellbeing and Improve Health

Life is full of circumstances that deplete us of energy and can leave us feeling unhealthy and discontented. It is important to find ways to regularly and purposefully restore our Wellbeing. In this training, participants will learn restorative practices to improve Wellbeing, including approaches to help them feel calm and connected, and how to integrate these techniques into their personal life and goals.

| Audience: | Order code: | Format: | Length: |
| --- | --- | --- | --- |
| General Audience | ERTH | In-person, Webinar | 1 hour |

## Your Employee Assistance Program

The EAP has a community of experts to support employees confidentially, plus perks and digital resources to help with work-life juggles and struggles. The program offers employees and their household members a variety of resources, tools and services to make life a little easier. In this training, employees will learn the details of their EAP benefits, how to use them and different methods of access.

| Audience: | Order code: | Format: | Length: |
| --- | --- | --- | --- |
| General Audience | HLEE21 | In-person, Webinar | 1 hour |

# Leader Trainings

## A Leader's Orientation to the Employee Assistance Program

Whether checking off daily tasks or working on more complex issues, the Employee Assistance Program offers a variety of resources, tools and services. The EAP has a community of experts offering confidential support, plus perks and digital resources to help with work-life juggles and struggles. In this training, leaders will learn the full scope of EAP benefits and specialized services and resources to assist them in their roles of supporting staff while facilitating a positive and productive workplace.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LOSU21 | In-person, Webinar | 1 hour |

## Cultivating Workplace Civility for Leaders

Workers in uncivil conditions report low morale and motivation as well as negative personal impact. The good news is many say they are hopeful, noting individuals as top drivers for change, and are willing to take responsibility and action. The culture of civility starts with each of us. This is especially true for leaders. In this training, managers, supervisors, and human resource managers will learn about workplace civility, negative workplace and employee impacts of incivility, the value of promoting a civil workplace and positive actions to take.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LCCL | In-person, Webinar | 1 hour |

## Helping Employees Cope with Change During the Pandemic

Frequent changes of varying size and circumstances in organizations is not unusual to stay successful. What is not at all usual are the many impacts of the pandemic leading to numerous changes for you and your staff. In this training, managers, supervisors and human resource managers will learn about the process and human experience of change, the types of change and challenges and benefits to each, effective leadership for a changing environment and the importance and proven methods of self-care in times of change.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LHEPC_w_c19 | Webinar | 1 hour |

## Helping Your Employees Manage Workplace Stress During COVID-19

The pandemic has likely changed the way you and your staff work. Adapting to this new normal adds to stress. Fear, anxiety and other strong emotions about this new disease can be overwhelming. How individuals cope with these emotions and stress can affect overall Wellbeing and work performance. During this pandemic, it is critical for leaders to recognize signs of employee job stress, encourage and support effective stress management practices, and know when and how to refer for additional support.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LHWS_w_cv19 | Webinar | 1 hour |

## Identifying and Addressing Performance Concerns

Unaddressed staff performance concerns can have a significant negative impact on the workplace including the company's bottom line. Participants of this leadership training will learn to identify individual performance concerns, the importance and process of documenting and addressing performance issues and review strategies for providing effective feedback including addressing commonly encountered barriers. Company and program support and consultation resources will also be shared.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LAPC | In-person, Webinar | 1–1.5 hours |

## Managing and Supporting a Remote or Hybrid Team

Leading a team in today's world can be complicated with the constant change in how business is performed. Many leaders are managing remote and in-office staff, which requires a unique set of skills. In this training managers/supervisors/HR representatives will learn why they want to support a remote or hybrid model and strategies to manage staff in this unique workforce.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LSVH | Webinar | 1 hour |

## Mental Health, Substance Use and Suicide Prevention Awareness for Leaders

Despite the high prevalence and deaths by substance misuse and suicide, about two-thirds of people with mental illness never seek professional care. Yet, most who receive care improve and many recover completely! Attend this training to learn facts, warning signs and how to help and respond to mental illness, substance use, suicide and work performance concerns including emergencies. You will receive additional information on manager, supervisor and human resource responsibilities and specialized resources.

Please note—This training significantly overlaps content within LMHA2. The main difference is this training includes substance use content. It is highly recommended either LMHA2 or LPSS, but not both, is selected based on your specific training goals.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LPSS | In-person, Webinar | 1.5 hours |

# Emotional Wellbeing

## Coping and Supporting Others Through Grief

The loss of a loved one, job, relationship or 'the way things used to be' may lead to many challenging and conflicting emotions. While there is no right or wrong way to grieve, there are healthy ways to cope with the pain. In this seminar, you will learn the impact of loss and grief, what happens when we grieve, how to cope and help others overcome grief and when to seek help.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | ECSTG | In-person, Webinar | 1 hour |

## Creating Calm: Relaxing Your Mind and Body

Often, we hurry through our day in a stressful rush to get done as much as we can. We face tough decisions, responsibilities and obligations that can seem overwhelming at times. It is hard to imagine being able to create calm amid the day-to-day juggles; however, it can be done. In this experiential training, participants will identify triggers, signs and symptoms of stress, as well as learn and practice techniques proven to combat stress.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | ECMB | In-person, Webinar | 1 hour |

## Developing a Positive Mindset

What is a positive mindset and how can you use it to build a better life? Having a positive mindset means developing a set of ideas, emotions, and actions that allow you to respond constructively to negative circumstances and make the best of those situations. This training will help you develop a new perspective and tips for applying positive mindset practices to your life.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | EDPM | In-person, Webinar | 1 hour |

## Mental Health Awareness: What You Need to Know

Most people are aware of the importance of caring for their physical health; however, mental health is often a passing thought. For overall health and wellness, it's vital to consider emotional health to detect any symptoms and seek professional help when necessary. Raising mental health awareness can help staff understand their symptoms, find professional treatment, and break the mental health stigma that leaves many people suffering in silence.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | EMTA | In-person, Webinar | 1 hour |

## Mental Health, Substance Use and Suicide Prevention Awareness

Despite the high prevalence and deaths by substance misuse and suicide, about two-thirds of people with mental illness never seek professional care. Yet, most who receive care improve and many recover completely! Attend this training to learn the facts, warning signs and how to help yourself and others with mental illness and substance use concerns. You will also gain valuable resources for promoting mental health.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | EHSS | In-person, Webinar | 1 hour |

## Quick Stress Busters and Hacks

When we encounter stress, our brain and body go into "fight-or-flight" mode, causing our heart rate and breathing to increase and muscles to become tense. Over time, repeated activation of this stress response takes a toll on the body, both physically and psychologically. Since we encounter stressors every day, we need tools to use on the fly that give quick results and relief. In this training, participants will learn to identify stressors and signs of stress, as well as fast and straightforward ways to de-stress.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | ESBH | In-person, Webinar | 1 hour |

## Successfully Navigating Challenging and Difficult Relationships *Revised*

Relationships are an integral part of our personal and work lives and can be very enriching. Unfortunately, that is not always the case. Some relationships can be a source of anxiety, stress and negativity. In this training, participants will explore their own challenging and difficult relationships; learn practical strategies, techniques and resources to improve those situations; and identify a personal action plan.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | ECDR2 | In-person, Webinar | 1 hour |

## Tackling Life's Challenges with Resilience and Grit

What gives some people the ability to recover from hardship and reach their long-term goals, while others struggle? The answer might be resilience and grit. In this training, participants will learn the meaning of resilience and grit, characteristics of people with these traits, benefits to building these skills and ways to improve your resilience and grit.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | ETRG | In-person, Webinar | 1 hour |

## Techniques to Restore Wellbeing and Improve Health

Life is full of circumstances that deplete us of energy and can leave us feeling unhealthy and discontented. It is important to find ways to regularly and purposefully restore our Wellbeing. In this training, participants will learn restorative practices to improve Wellbeing, including approaches to help them feel calm and connected, and how to integrate these techniques into their personal life and goals.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | ERTH | In-person, Webinar | 1 hour |

## Using Mindfulness to Reduce Stress and Improve Wellbeing *New*

We live in a world that often requires doing two or more projects at any given time throughout the day. The constant interruptions of multitasking can lead to difficulty concentrating and increase stress. In the rush to complete necessary tasks, staff may find themselves missing out on what's happening in the present moment and ignoring what's happening with their physical sensations and emotions.  In this seminar, participants will learn the difference between mindlessness and mindfulness. They will also learn the benefits of being mindful. Additionally, participants will get the chance to practice mindfulness activities.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | EMSW | In-person, Webinar | 1 hour |

# Healthy Living

## Combating Caregiver Burnout

The stress of caring for someone with a chronic illness, disability or an aging loved one puts a person at risk for caregiver burnout. Caregivers neglecting their own emotional and physical health is often the cause. In this training, participants will learn the warning signs of burnout, reasons people experience burnout and what they can do to prevent or manage it.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | HCCB | In-person, Webinar | 1 hour |

## How to Thrive this Holiday Season

The holidays can be a wonderful time of year, full of fun activities and joy! If that is the case, have you wondered why so many people feel extra stress this time of year? For some, the holidays bring forth painful emotions. For others, it is a time of feeling overcommitted or financially stretched. All is not lost; there is a way to manage holiday stress. In this training, participants will identify what triggers stress during the holidays and learn coping skills to thrive this season.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | HTHS | In-person, Webinar | 1 hour |

## Power Your Life with Better Sleep

In today's fast-paced world it can be difficult to obtain sufficient sleep. Getting great sleep can leave you feeling refreshed and is one of the best things you can do for your mental and physical health. Join us as we explore the reasons why many are not getting good quality sleep and how lack of sleep can result in serious health risks. Participants will receive guidelines and techniques to help improve their sleep hygiene.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | HLPS | In-person, Webinar | 1 hour |

## Tobacco Cessation: Setting the Stage to Quit

Quitting tobacco is a difficult feat. However, it can be done! In this interactive training, participants will determine their readiness to quit, personal reasons to quit and triggers to tobacco use. Participants will learn about signs and symptoms of withdrawal and how to manage these, how to deal with relapses and get tips on how to quit using tobacco.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | HLTC | In-person, Webinar | 1 hour |

## Using Self-Coaching to Achieve Your Health and Wellness Goals

People struggling to reach health and wellness goals might find self-coaching to be the answer. In this training, participants will explore what healthy living means to them. They will also learn about self-coaching, how it can help to achieve health and wellness goals, and specifically how to use it in their day-to-day life.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | HLHW | In-person, Webinar | 1 hour |

## Wellbeing for a Healthier Body and Mind *Revised*

Who doesn't want to be comfortable, happy, and healthy? These are the components that make up one's sense of wellbeing. In this training, participants will explore ways to improve their overall wellbeing to help them meet the challenges of modern life. This includes learning benefits and strategies for improved physical fitness, nutrition, mindfulness, stress management, and happiness.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | HLWB2 | In-person, Webinar | 1 hour |

## Your Employee Assistance Program

The EAP has a community of experts to support employees confidentially, plus perks and digital resources to help with work-life juggles and struggles. The program offers employees and their household members a variety of resources, tools and services to make life a little easier. In this training, employees will learn the details of their EAP benefits, how to use them and different methods of access.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | HLEE21 | In-person, Webinar | 1 hour |

# Leadership

## A Leader's Guide to a Drug-Free Workplace

Seventy-five percent of those with substance misuse disorders are employed which could lead to repercussions for the employee and employer. Attend this training to learn the impact of substance use on the workplace; emotional, behavioral and physical signs and symptoms; when employees may be tested; and leadership responsibilities, interventions and resources for maintaining a drug-free workplace.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LDFWC9 | In-person, Webinar | 1.5 hours |

## A Leader's Guide to Understanding the Impact and Prevention of Workplace Violence

No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. This is especially true for managers, supervisors and HR personnel. In this training, you will learn more about what is workplace violence, including intimate partner violence and potential warning signs. You will also learn more about your responsibilities, intervention options and a range of resources available to help in responding to potential and actual threats of violence including active shooter incidents.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LUIP | In-person, Webinar | 1.5 hours |

## A Leader's Orientation to the Employee Assistance Program

Whether checking off daily tasks or working on more complex issues, the Employee Assistance Program offers a variety of resources, tools and services. The EAP has a community of experts offering confidential support, plus perks and digital resources to help with work-life juggles and struggles. In this training, leaders will learn the full scope of EAP benefits and specialized services and resources to assist them in their roles of supporting staff while facilitating a positive and productive workplace.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LOSU21 | In-person, Webinar | 1 hour |

## Cultivating Workplace Civility for Leaders

Workers in uncivil conditions report low morale and motivation as well as negative personal impact. The good news is many say they are hopeful, noting individuals as top drivers for change, and are willing to take responsibility and action. The culture of civility starts with each of us. This is especially true for leaders. In this training, managers, supervisors, and human resource managers will learn about workplace civility, negative workplace and employee impacts of incivility, the value of promoting a civil workplace and positive actions to take.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LCCL | In-person, Webinar | 1 hour |

## Department of Transportation (DOT) Drug and Alcohol Guidelines for Leaders

Employers of safety-sensitive transportation employees play a vital role in ensuring the safety of their employees and the traveling public. As a leader, you are responsible for understanding workplace drug and alcohol guidelines. In this training you will learn about the impact of substance use in the workplace, reasons for substance testing, what substances are tested, the testing process, employer responsibilities and what to do if an employee tests positive.

Please note—this training is general in nature and does not necessarily meet specific state requirements. It is highly suggested a representative from your company be available during the training to answer any questions about your company's policies and procedures.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LDOT2 | In-person, Webinar | 2 – 2.5 hours |

*Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. trainings. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a minimum of six weeks' notice is required when requesting this training.*

## Helping Employees Positively Maneuver Workplace Change

Change is all around us. Change is needed for growth—personally and organizationally. Success or failure of workplace change depends largely on how the change is managed. In this training, managers, supervisors and human resource managers will learn the types of change, challenges and benefits of change, effective leadership for a changing environment and proven methods of self-care in times of change.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LHEPC | In-person, Webinar | 1 – 1.5 hours |

## Helping Your Employees Manage Workplace Stress

A certain level of stress is healthy; it can boost memory and help people accomplish tasks more efficiently. Stress becomes a problem when it is chronic and unmanaged, which can lead to physical and emotional issues. These issues may ultimately affect job performance. As a leader, it is impossible to eliminate all your employees' stressors, but there are things you can do to help decrease workplace stress. In this training, you will learn causes of workplace stress, warning signs of unmanaged job stress and practical strategies to help reduce your employees' job-related stress.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LWHS | In-person, Webinar | 1 hour |

## Identifying and Addressing Performance Concerns

Unaddressed employee performance concerns can have a significant negative impact on the workplace including the company's bottom line. Participants of this leadership training will learn to identify employee performance concerns, the importance and process of documenting and addressing performance issues, and review strategies for providing effective employee feedback including addressing commonly encountered barriers. Company and program support and consultation resources will also be shared.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LAPC | In-person, Webinar | 1 – 1.5 hours |

## Leaders: Understanding and Responding to Workplace Bullying

Workplace bullying is a serious health and safety issue. Targets of bullying can experience long-term physical and mental health issues. And bullying targets are not the only victims; entire teams and companies can experience the negative impacts. This training will define what bullying is and what it looks like in the workplace. In this training, managers, supervisors, and human resource managers will learn to identify signs and symptoms, including effects on mental and physical health and employee performance, and how to support and build bully-free teams.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LUWB | In-person, Webinar | 1 hour |

## Leading During Times of Downsizing and Job Loss

Navigating downsizing and job loss is challenging, not only for impacted employees but also for leaders. Often the leader is in a dual role of supporting and guiding their employees through this period of change and transition while also being personally impacted. In this training, participants will learn about common reactions to downsizing and job loss; practical support and leadership strategies; best practices for communicating downsizing information; and valuable program resources.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LDJL | In-person, Webinar | 1 hour |

## Leadership Strategies for Resolving Workplace Conflict

Conflict is a normal, natural part of relationships—it is inevitable. Yet, unaddressed and unresolved conflict can be damaging. In this training, leaders will gain an understanding of why conflict happens and their response to it. Leaders will learn and apply strategies for helping employees approach and resolve workplace conflicts including the Positive Solution-Focused approach. Instances of when leaders should take on a more active role and additional support resources will also be shared.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LRWC | In-person, Webinar | 1 – 1.5 hours |

## Making the Transition from Individual Contributor to Leader

Being promoted to a manager or supervisor can be an exciting time. It can also be challenging. Often this is because new leaders fail to gain a full understanding of the shift from being a co-worker to a leader. This seminar is specifically designed for new supervisors or managers. New leaders will explore the role shift from being an individual contributor to a leader; identify the traits of effective leaders; learn three simple steps to help get started leading effectively and receive resource information to develop leadership skills further.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| New Managers/Supervisors | LICL | In-person, Webinar | 1 hour |

## Mental Health, Substance Use and Suicide Prevention Awareness for Leaders

Despite the high prevalence and deaths by substance misuse and suicide, about two-thirds of people with mental illness never seek professional care. Yet, most who receive care improve and many recover completely! Attend this training to learn facts, warning signs and how to help and respond to mental illness, substance use, suicide and work performance concerns including emergencies. You will receive additional information on manager, supervisor and human resource responsibilities and specialized resources.

Please note—This training significantly overlaps content within LMHA. The main difference is this training includes substance use content. It is highly recommended either LMHA or LPSS, but not both, is selected based on your specific training goals.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LPSS | In-person, Webinar | 1.5 hours |

## Supporting Employee Emotional Wellbeing: Mental Health and Suicide Prevention Awareness *New*

Mental illnesses affects many individuals, yet only about half of those affected receive treatment, often because of the stigma attached to mental health. Untreated, mental illness can contribute to poor work performance, fewer employment opportunities and increased risk of suicide. Attend this training to learn facts, warning signs and how to help and respond to mental illness, suicide, and work performance concerns including emergencies. You will also receive additional information on manager, supervisor and human resource responsibilities and specialized resources.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LMHA2 | In-person, Webinar | 1.5 hours |

## Supporting New Parent Employees' Transition to Working Parent

New parent employees face added responsibilities, demands and emotional changes. This can contribute to increased stress, compounded when transitioning back to work. Leaders are in unique positions to provide support, understanding and resources; often determining factors for a successful transition. In this training, leaders gain insights into the new parent experience and best practices for providing meaningful support.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LSNP | In-person, Webinar | 1 hour |

## Team Building Strategies for Leaders

Creating teamwork can be challenging. Simply calling a group a team does not make it so. In this interactive training supervisors, managers and HR leaders will learn differences between workgroups and teams; team strengthening strategies; identify their team's areas of improvement; set goals for change and receive information on additional team building activities, continuous team building and leadership skill development.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| Manager/Supervisor/HR Rep | LTBS | In-person, Webinar | 1.5 – 2 hours |

# Working Well

## A Guide to Teleworking for the Remote Employee

There are many benefits to teleworking. When done properly it can decrease employee stress while increasing productivity and morale. While there are definite advantages to teleworking, it is important for an employee to prepare for this transition. In this training, employees will explore potential benefits of working remotely and discuss strategies to help successfully adapt to teleworking.

*Audience:*
General Audience

*Order code:*
WGTR

*Format:*
In-person, Webinar

*Length:*
1 hour

## Becoming a Successful Team Player

Teamwork is an essential part of any successful team. Whether part of a workgroup; work individually yet interface with a larger group or work across teams, team players are an important part of your organization. In this highly interactive session, participants will learn what it means to be a team player, why it is important and characteristics of a good team player. Participants will also receive tips on how to better work with a team in the office and virtually and develop a short personal action plan to start improving these skills.

Please note—participants do not need to be part of a whole team; members from mixed teams are welcome to attend. Also, participant group size should be no less than five and no more than 30.

*Audience:*
General Audience

*Order code:*
WTPW

*Format:*
In-person, Webinar

*Length:*
1.5 hours

## Combating Compassion Fatigue *New*

Compassion fatigue is normal, an often unavoidable byproduct of caregiving. While compassion fatigue may not be completely avoidable, helpers can expect to regain feelings of satisfaction and even joy in their caregiving roles. Awareness in the form of information and new insights is the first step towards change. This training will define compassion fatigue, burnout, and compassion satisfaction. Participants will also learn warning signs and symptoms and identify how to increase their compassion satisfaction.

*Audience:*
General Audience

*Order code:*
WCCF

*Format:*
In-person, Webinar

*Length:*
1 – 1.5 hours

## Communicating Effectively in the Workplace—Part One *Revised*

We have all probably experienced a time when we felt frustrated because we were not able to successfully get our point across to someone else. Learning the skills to communicate effectively can go a long way towards alleviating some of that frustration. In part one of this two-part series, participants will learn about the communication process and how to efficiently send a message.

Special Instructions—Part two of this training needs to occur within one month or less of part one. The closer together, the better the learning experience. Please order both part one and part two at the same time. This training can not be condensed to less than a one-hour timeframe.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WWEC2P1 | In-person,* Webinar | 1 hour |

*The maximum capacity for in-person training is 30 participants. It cannot be done in a lecture format.*

## Communicating Effectively in the Workplace—Part Two *Revised*

It is not uncommon to have times when we struggle to understand what others are trying to communicate. Sometimes those struggles are because the person sending the message is not communicating effectively. Though, it could be because we are not taking steps to help us accurately understand the message. In part two of this two-part series, participants will learn how to receive messages successfully and provide proper feedback.

Special Instructions—Part two of this training needs to occur within one month or less of part one. The closer together, the better the learning experience. Please order both part one and part two at the same time. This training can not be condensed to less than a one-hour timeframe.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WWEC2P2 | In-person,* Webinar | 1 hour |

*The maximum capacity for in-person training is 30 participants. It cannot be done in a lecture format.*

## Conquering Workplace Stress

Stress is an inevitable and necessary part of life. When job pressures match our abilities and resources, stress helps to motivate us to achieve our goals. However, when we have difficulty managing our stressors it affects our ability to be productive and may start to impact our emotional health, relationships and home life. In this training, participants will learn the common causes of workplace stress and techniques to manage these stressors.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WCWS | In-person, Webinar | 1 hour |

## Cultivating Civility in Your Work Environment

Americans report deep concern regarding incivility. Workers in uncivil conditions report low morale and motivation as well as negative impact on personal lives. The good news is many say they are hopeful, noting individuals as top drivers for change, and they are willing to take responsibility and action. In this training, participants will learn about workplace civility, negative impacts of incivility, the value of being a part of and promoting a positive and civil workplace.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WFWC | In-person, Webinar | 1 hour |

## Daily Stress Balance and Work-Life Survival Guide

As we go through our daily juggles, balance is something we all want, but many of us struggle to achieve. Often, the struggle to find balance stems from a lack of clarity in what is truly important to us and how we spend our time. In this training, participants will personally define balance, discuss the influence of values and roles on balance, and examine how current roles align with their values. Participants will also learn life hacks to simplify their lives to allow more time to focus on what is most important to them.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WSBSG | In-person, Webinar | 1 hour |

## Department of Transportation (DOT) Drug and Alcohol Guidelines for Employees*

Employees performing safety-sensitive functions in the transportation industry are responsible for providing a safe work environment. Creating a safe work environment means following established work rules and the DOT's rules on drug use and alcohol misuse. In this training employees will learn about the impact of substance use in the workplace, reasons for substance testing, what substances are tested, who gets tested, and the testing process.

Please note—this training is general in nature and does not necessarily meet specific state requirements. It is highly suggested a representative from your company be available during the training to answer any questions about your company's policies and procedures.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WDOT2 | In-person, Webinar | 2 hours |

*Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. trainings. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a minimum of six weeks' notice is required when requesting this training.

## Drug-Free Workplace

Substance use issues have a tremendous impact on a person's work and personal life. In this training, participants will learn emotional, behavioral and physical signs and symptoms; when employees may be tested; impacts at work, on family and co-workers and what you can do to get help for yourself or others.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WDFWC9 | In-person, Webinar | 1 hour |

## Goal Setting to Ignite Workplace Success

Goal setting is essential for workplace success. Not having goals can be equated to leaving on a trip without directions. Goals provide guidance and direction and promote planning, motivation, and inspiration. In this training, participants learn about types of goals, the importance of goal setting, creating attainable goals, managing obstacles, and tracking progress.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WIWS | In-person, Webinar | 1 hour |

## Growing Your Personal and Professional Resilience *New*

No one is immune from loss, trauma or significant stressors. We typically cannot control when these things happen. What we can control is how we respond, adapt and even grow from challenges and adversity. In this training, you will explore what it means to be resilient and why it is so important. You will privately explore and identify your own personal or professional challenges and stressors. Finally, you will review characteristics of resilience, how to grow them to adapt to and overcome challenges and leave having started your own Personal Resilience Plan.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WGPP | In-person, Webinar | 1 hour |

## Harnessing the Power of Mindfulness to Decrease Workplace Stress *New*

The workplace can be a fast-paced, stressful environment. Sometimes, during the struggles, it's hard to imagine it's possible to thrive in the workplace. Mindfulness skills can be a great way to combat work stress. In this session participants will learn the benefits of mindfulness at work and how to use these skills on the job.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WHPM | In-person, Webinar | 1 hour |

## Maximizing Your Day: Basics of Effective Time Management

Today's world requires employees to do more, better, faster, and with less. If employees do not grasp the basics of effective time management, it can be challenging for them to understand what they are doing wrong and how to improve. In this training, participants will learn what it means to manage their time, advantages of time management, and techniques to help them better manage their day.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WETM | In-person, Webinar | 1 hour |

## Motivating Others to Be Their Best

Keeping your team (and yourself) motivated is the only way to deliver the full potential of your goals. But sometimes knowing how to motivate people can be tough. This course will help you develop motivational skills to inspire your team and drive results.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WBTB | In-person, Webinar | 1 hour |

## Navigating Workforce Reductions and Job Loss

Downsizing and job loss are not events that should be dealt with alone. During this training, participants will understand the normal phases and feelings they may experience with the knowledge downsizing and job loss are on the horizon, and participants will receive help in preparing to move forward–even in the midst of these feelings.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WWDJ | In-person only | 1.5 hours |

## Overcoming Stress and Burnout

Everyone experiences periods of stress, and most of the time, they're able to manage them and go about their day. However, if stress is constant or left unmanaged, it can turn into burnout. That said, there is hope! In this training participants will learn the signs and causes of burnout and practical tips and lifestyle changes to help manage stress and prevent burnout.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WOSB | In-person, Webinar | 1 hour |

## Positively Maneuvering Change in the Workplace

Change is inevitable and essential to functioning and growing in today's world. Our response to change is personal and varied based in part by past experiences and personality traits. In this training, participants will learn how different change types and sizes impact the change experience, the role of resistance in change, the importance and value of change, managing emotions in a changing environment and the power of resiliency and self-care in navigating change.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WPMC | In-person, Webinar | 1 – 1.5 hours |

## Strategies for Resolving Workplace Conflict

Conflict is normal, a natural part of relationships and is inevitable. This can be especially true in today's diverse workplace. Yet unaddressed and unresolved conflict can be damaging to workplaces. In this training, employees will gain an understanding of why conflict happens and their response to it. They will also learn and apply strategies for effectively approaching and resolving their workplace conflicts.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WSRC | In-person, Webinar | 1 hour |

## Thriving in a Multigenerational Workforce

Today's workforce spans five generations, and each generation has different attitudes and behaviors. The unique characteristics of these generations can have an impact on how we interact in the workplace. This training will focus on the generations currently in the workforce—Traditionalists, Baby Boomers, Generation X, Generation Y and Generation Z. Participants will learn how generational differences impact the workplace and how to work effectively with all generations.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WTMG | In-person, Webinar | 1 – 1.5 hours |

## Understanding and Responding to Workplace Bullying

Workplace bullying is a potentially serious health and safety issue. Targets of bullying can experience long-term physical and mental health issues. And bullying targets are not the only victims; entire teams and companies can experience the negative impacts. This training will define what bullying is and what it looks like in the workplace. Participants will learn to identify signs and symptoms, including effects on mental and physical health, and what to do if they witness or experience workplace bullying.

| Audience: | Order code: | Format: | Length: |
|---|---|---|---|
| General Audience | WRWB | In-person, Webinar | 1 hour |

## Using Emotional Intelligence for Workplace Success *Revised*

Emotional intelligence (EI) is the ability to recognize and understand emotions in ourselves and others, and the ability to use this awareness to manage our behavior and relationships. It involves recognizing various aspects of our feelings and emotions and taking the time to work on the elements of self-awareness, self-regulation, motivation, social awareness, and social skills. In this training, you will learn why EI is important in the workplace and ways to improve your emotional intelligence.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | WEIW2 | In-person, Webinar | 1.5 hours |

## Workplace Violence: Impact and Prevention

No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. In this training, you will learn more about what is workplace violence, including intimate partner violence, and potential warning signs. You will also learn more about your responsibilities, intervention and resource options to help in responding to potential and actual threats of violence, including active shooter incidents.

| *Audience:* | *Order code:* | *Format:* | *Length:* |
|---|---|---|---|
| General Audience | WVIP | In-person, Webinar | 1.5 hours |